HERE’S HOW IT WORKS:

- Use the appropriate full dose of FRONTLINE® Plus For Dogs or CERTIFECT® For Dogs (together, the “Dog Products”) for at least 3 consecutive months on every dog in the household, and use FRONTLINE Plus For Cats (the “Cat Product”) for 3 consecutive months on every cat in your household. All Dog Products and/or Cat Products (collectively, the “Products”) must have been purchased from a veterinary clinic.

- If you are not satisfied with any Product after 3 months of proper and consistent application to all dogs and/or cats in the household (as provided above), call our experts at 1-877-602-PLUS (7567) Monday-Friday, 8am to 8pm EST (winter 8am to 7pm EST).

- If our experts cannot find an acceptable solution, we will offer you your choice of the following:
  - A refund of your money or
  - A product replacement or
  - A one-time free professional in-home inspection and treatment, if necessary.

Eligibility

- The SATISFACTION PLUS GUARANTEE is only available for the most recent purchase of the complete 3-pack or 6-pack of FRONTLINE Plus For Dogs, CERTIFECT For Dogs, or FRONTLINE Plus For Cats (each a “Product”) from a veterinarian. Product must have been used consistently, in accordance with the appropriate Product label(s), on all dogs and/or cats in the household for the 3 months immediately prior to the claim. You may choose to receive either 1 replacement package of the same Product, a refund for the purchase price, or an in-home inspection by a pest control specialist. Taxes are not reimbursable. Should you choose the in-home inspection, treatment will be provided if deemed necessary by the pest control operator. Merial will contact the pest control service and have them schedule a service date with you. Merial will cover the cost of the visit by paying the pest control service directly. You must allow the pest control operator into the home if an inspection is desired.

- An itemized receipt for the purchase of Product from a veterinarian must be submitted to Merial. The receipt must show the place of purchase, the date of purchase, the Product brand name(s), the amount of Product purchased and the purchase price.

- Merial reserves the right to request that original receipts be submitted by fax or mail before a SATISFACTION PLUS GUARANTEE claim will be processed.

- If the pet owner’s name appears on the receipt, the SATISFACTION PLUS GUARANTEE claim can only be processed for that individual.

- The SATISFACTION PLUS GUARANTEE is only valid on Product labeled for sale in the United States.

- The SATISFACTION PLUS GUARANTEE is not valid in situations where the Product has not been used according to label directions or was not purchased from a veterinarian.

- One offer per household. Please allow 4 to 6 weeks for processing of refunds.

- Because the flea life cycle can vary from 2 weeks to several months, it may take several monthly applications of Product to break the flea life cycle. Therefore you are required to use the appropriate full Product dose of the appropriate Product(s) for at least 3 consecutive months on every cat and/or dog, 8 weeks of age and older, in the household (indoor and outdoor) in order to be eligible for the SATISFACTION PLUS GUARANTEE.

- Product that has been obtained free of charge is not eligible for the SATISFACTION PLUS GUARANTEE.

- Households with 6 or more dogs and/or cats are not eligible for the SATISFACTION PLUS GUARANTEE.

- The SATISFACTION PLUS GUARANTEE does not cover any other costs including, but not limited to, those associated with the control of fleas or medical treatments or procedures.

- Merial reserves the right to cancel or amend the SATISFACTION PLUS GUARANTEE program at any time.